



# Conflict Resolution Service

91 Bellevue Ave., Toronto, ON M5T 2N8  
 Phone: 416-925-2103 x 253 | Fax: 416-925-2271  
 Website: [www.ststephenshouse.com](http://www.ststephenshouse.com)

## Professional Workshops 2010

Workshop	Description	Dates
<b>Foundational Interpersonal Mediation</b>  <b>20 Hours</b>	In this three-day workshop, participants will develop skills and techniques to mediate interpersonal disputes quickly and effectively as a third party neutral. They will be introduced to a proven three-phase mediation model that helps people resolve their own conflicts by fostering mutual understanding and cooperation. The workshop covers: <ul style="list-style-type: none"> <li>• How to define conflict and different conflict resolution processes</li> <li>• The concepts of interest-based (win-win) problem solving and how to apply them in mediation</li> <li>• Active listening skills and questioning techniques – restating, reflecting and clarifying</li> <li>• How to write S.M.A.R.T. agreements</li> <li>• How to prepare for the mediation session</li> <li>• Skills to handle bias and deal with power imbalances</li> <li>• 120-page manual</li> </ul>	Sept. 18, 25 & Oct. 2, 2010
<b>Advanced Interpersonal Mediation</b>  <b>20 Hours</b>	This three-day workshop builds on what was learned in Foundational Interpersonal Mediation. The workshop includes: <ul style="list-style-type: none"> <li>• Additional mediation role-plays</li> <li>• Advanced problem-solving</li> <li>• Issues of power and culture in relation to mediation</li> <li>• Pre-mediation strategies</li> <li>• Reframing and de-escalation skills</li> <li>• 75-page manual</li> </ul>	Nov. 6, 13 & 20, 2010
<b>5-Day Interpersonal Mediation</b>  <b>40 Hours</b>	This five-day workshop covers material presented in the Foundational Interpersonal Mediation and Advanced Interpersonal Mediation workshops. This training is ideal for people who prefer intensive learning.	June 7 - 11, 2010 or Dec. 6 - 10, 2010
<b>Managing Conflict with Angry People</b>  <b>7 Hours</b>	This one-day workshop is designed for those who want to improve their ability to communicate and handle conflicts with angry people in work and social settings. Participants will learn how to manage tense situations and resolve conflicts quickly. The workshop covers: <ul style="list-style-type: none"> <li>• How to prepare when expecting a conflict situation</li> <li>• The dynamics of conflict escalation</li> <li>• De-escalation skills, techniques and practices</li> <li>• The concepts of win/win or interest-based problem solving</li> <li>• How to respond to blaming statements</li> <li>• How to help people feel heard and to clarify the situation</li> <li>• How to give information in ways that won't lead to defensiveness</li> <li>• How to set boundaries effectively and respectfully</li> <li>• Strategies to deal with different stages of anger</li> <li>• Tips on how to respond to people having a mental health crisis</li> </ul>	May 15, 2010 or Oct. 18, 2010

## Registrant Information

Name: \_\_\_\_\_  
Position: \_\_\_\_\_  
Organization: \_\_\_\_\_  
\_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Postal code: \_\_\_\_\_  
Phone: (    ) \_\_\_\_\_  
Fax: (    ) \_\_\_\_\_  
Email: \_\_\_\_\_

## Registration Form & Payment Options

- Email:** [crs.training@ststephenshouse.com](mailto:crs.training@ststephenshouse.com)
- Call:** (416) 925-2103 x 253
- Fax:** (416) 925-2271
- Mail:** St. Stephen's Community House  
Conflict Resolution Service  
91 Bellevue Avenue, Toronto, ON M5T 2N8

We regret that we cannot confirm registrations without payment or guarantee of payment.

## Terms of Agreement

### Discounts:

- Register for two or more workshops at the same time and receive a 10% discount on the total.

### Group Rates:

- Groups of three: 10% discount.
- Groups of four or more: 15% discount.
- Members of groups may attend different workshops. Large groups may find custom training more cost effective.

### Cancellation Policy:

- 7 days or more before the training:
  - 10% administration fee, or
  - No administration fee with re-registration in a future workshop to be held within one year.
- 6 days or less before the training:
  - No refund, or
  - 25% administration fee with re-registration in a future workshop to be held within one year.
- Participants may send a substitute in their place at any time.

## Registration Form

**Please check the workshop(s) you are registering for:**

### Foundational Interpersonal Mediation

Cost: \$600.00

- September 18, 25 & October 2, 2010

### Advanced Interpersonal Mediation

Cost: \$600.00

- November 6, 13 & 20, 2010

### 5-Day Interpersonal Mediation

Cost: \$1000.00

- June 7 - 11, 2010  
 December 6 - 10, 2010

### Managing Conflict with Angry People

Cost: \$200.00

- May 15, 2010  
 October 18, 2010

Fees: \_\_\_\_\_

Discount (if applicable): \_\_\_\_\_

Total: \_\_\_\_\_

Type of Payment:

- Cheque or money order payable to:  
*St. Stephen's Community House - CRS*
- Visa or MasterCard

Credit card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Notes:

I have read and agree to the terms of the agreement:

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_